

WHAT IS CLAIMED IS:

1           1.    A telemarketing system on the Internet  
2    comprising:  
3           a.    an agent client coupled to the Internet;  
4           b.    a telemarketing server system coupled to the  
5    Internet, said telemarketing server system obtaining a  
6    telemarketing request from a customer through the Internet,  
7    and routing said telemarketing request through the Internet  
8    to said agent client if an appropriate agent is available,  
9    and to a queue if an appropriate agent is not available;  
10   and  
11          c.    a supervisor client coupled to the Internet,  
12   said telemarketing server system sending telemarketing  
13   system information to said supervisor client, said  
14   supervisor client comprising a supervisor page for  
15   permitting manual adjustment of the queue based at least in  
16   part on the telemarketing system information.

1           2.    The telemarketing system of claim 1, wherein  
2    said manual adjustment of the queue is permitted through  
3    the Internet.

1           3.    The telemarketing system of claim 1, wherein  
2   said telemarketing system information is sent to said  
3   supervisor client through the Internet.

1           4.    The telemarketing system of claim 1, wherein  
2   said supervisor page contains a list of each active agent.

1           5.    The telemarketing system of claim 4, wherein  
2   said supervisor page further provides access to each active  
3   agent's profile.

1           6.    The telemarketing system of claim 4, wherein  
2   said supervisor page displays a workload of each active  
3   agent.

1           7.    The telemarketing system of claim 6, wherein  
2   said supervisor page further provides access to call  
3   profiles of calls in an agent's workload.

1           8.    The telemarketing system of claim 6, wherein  
2   the workload display for each agent is a plurality of icons  
3   corresponding to queued and active calls, said icons being  
4   selectable for displaying information about the  
5   corresponding call.

1           9.    The telemarketing system of claim 8, said  
2   icons further being moveable to reassign a corresponding  
3   call to another agent.

1           10.   The telemarketing system of claim 1, wherein  
2   the telemarketing system information comprises historical  
3   and real-time information.

1           11.   A method for providing telemarketing     /  
2   services through the Internet, comprising the steps of:  
3                receiving a telemarketing request from a customer  
4   through the Internet;  
5                forwarding said telemarketing request through the  
6   Internet to an agent client if an appropriate agent is  
7   available, and to a queue if an appropriate agent is not  
8   available; and  
9                sending telemarketing system information to a  
10   supervisor client, said supervisor client comprising a  
11   supervisor page for permitting manual adjustment of the  
12   queue based at least in part on telemarketing system  
13   information.

1           12.   The method of claim 11, wherein said manual  
2   adjustment of the queue is permitted through the Internet.

1           13. The method of claim 11, wherein said  
2 telemarketing system information is sent to said supervisor  
3 client through the Internet.

1           14. The method of claim 11, wherein said  
2 supervisor page contains a list of each active agent.

1           15. The method of claim 14, wherein said  
2 supervisor page further provides access to each active  
3 agent's profile.

1           16. The method of claim 14, wherein said  
2 supervisor page displays a workload of each active agent.

1           17. The method of claim 16, wherein said  
2 supervisor page further provides access to call profiles of  
3 calls in an agent's workload.

1           18. The method of claim 16, wherein the workload  
2 display for each agent is a plurality of icons  
3 corresponding to queued and active calls, said icons being  
4 selectable for displaying information about the  
5 corresponding call.

1           19. The method of claim 18, said icons further  
2 being moveable to reassign a corresponding call to another  
3 agent.

1           20. The method of claim 11, wherein the  
2 telemarketing system information comprises historical and  
3 real-time information.

1           21. A telemarketing system on the Internet /  
2 comprising:

3           a. an agent client coupled to the Internet;  
4           b. a telemarketing server system coupled to the  
5 Internet, said telemarketing server system obtaining a  
6 telemarketing request from a customer through the Internet,  
7 and routing said telemarketing request through the Internet  
8 to said agent client if an appropriate agent is available,  
9 and to a queue if an appropriate agent is not available,  
10 said telemarketing server system comprising a database  
11 storing information about said agent and said customer,  
12 said telemarketing server system providing at least a  
13 portion of said agent information to a supervisor and at  
14 least a portion of said customer information to said agent  
15 through the Internet.

1           22. The telemarketing system of claim 21,  
2 wherein said telemarketing server system further provides  
3 customer information to the supervisor about customers in a  
4 queue for said agent.

1           23.    A method for providing telemarketing    /  
2    services through the Internet, comprising the steps of:  
3            receiving a request for telemarketing service  
4    through the Internet from a customer;  
5            forwarding said request through the Internet to  
6    an appropriate agent if the appropriate agent is available,  
7    and to a queue if the appropriate agent is not available;  
8            facilitating the establishment of communications  
9    between the agent and the customer; and  
10           reporting telemarketing system performance  
11   information to a supervisor through the Internet.

1           24.    The method of claim 23, wherein said  
2    telemarketing system performance information is reported to  
3    the supervisor through the Internet.

1           25.    The method of claim 23, further comprising  
2    the step of providing customer information to the  
3    supervisor about customers in a queue for said agent.

1           26.    A system for providing telemarketing  
2    services through an Internet interconnecting agents and    /  
3    customers, comprising:  
4            means for receiving a telemarketing request from  
5    a customer;

6                means for forwarding said telemarketing request  
7 through the Internet to an appropriate agent if said  
8 appropriate agent is available, and to a queue if said  
9 appropriate agent is not available;

10              means for establishing communications between  
11 said customer and said agent; and

12              means for reporting information about the  
13 performance of said system to a supervisor through the  
14 Internet.

1              27. The system of claim 26, further comprising  
2 means for providing customer information to the supervisor  
3 about customers in a queue for said agent.

1              28. A computer-readable medium storing  
2 instructions that, when executed by one or more processors,  
3 cause the one or more processors to perform activities  
4 comprising:

5              receiving a request for telemarketing service  
6 through the Internet from a customer;

7              forwarding said request through the Internet to  
8 an appropriate agent if the appropriate agent is available,  
9 and to a queue if the appropriate agent is not available;

10             facilitating the establishment of communications  
11 between the agent and the customer; and

12                    reporting telemarketing system performance  
13 information to a supervisor through the Internet.

1                    29. The system of claim 28, wherein the  
2 activities furthermore comprise providing customer  
3 information to the supervisor about customers in a queue  
4 for said agent.